

**Lindsay at Buffalo and Erie County Workforce Development Consortium
Health Professions Collaborative**

Lindsay is a 23-year-old single mother with a 10-month-old baby. Over the past five years, she had been receiving social service benefits while working part time as a waitress. That all began to change in September 2011. Lindsay started out by visiting Erie 1 BOCES to find out about phlebotomy training. She was disappointed to learn training did not begin until February 2012, but she received information about medical office and medical billing programs.

Still interested in pursuing a health care occupation, Lindsay visited the Buffalo Employment and Training Center next. There she impressed the staff with her wonderful personality and commitment to finding a good career. Testing allowed her to demonstrate her strong typing skills, which led to a referral to medical billing training. The availability and timing of that training was much better.

She started medical billing training in October and finished the following February. Two weeks after completing training, she was hired at Buffalo MRI as a Medical Biller at \$13.00 per hour.

Lindsay enjoyed her training and loves her work, and her employer loves her right back. In October 2012, she will begin a certification course, which will lead to an increase in pay. She is proud that, as a result of her HPOG experience, she is now able to support herself and her son without social service benefits. She stated that HPOG changed her life. Her long-term goal is to continue her education to become an RN.